



New MGA Application Guide

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Agency Account Managers' Instructions

Each Agency Account Manager should complete all of the items below to ensure their Government Agency is prepared and successfully submits a New MGA application.

To apply for New MGA, Government Agencies will need to designate an Agency Account Manager, who will coordinate the Users' responsibilities of the application process (register online and sign a User Acknowledgement Form), and submit the required Application Materials to the Minnesota Judicial Branch. Once your application has been submitted, approved, and processed, Users will be able to use New MGA.

Note: Allow ample time for the entire application process.

1. Prepare

- a. Make sure the Agency wants and is eligible for New MGA. (See the Policies and Notices [tab](#) for eligibility information.)
- b. Designate an Agency Account Manager (required).
- c. Read these three (3) documents in this guide to correctly prepare the Application Materials:
 - i. [Agency Account Managers' Checklist](#);
 - ii. [Agency Account Managers' Tips](#); and
 - iii. [Users' Instructions](#)
- d. Gather and prepare the following, **required** Application Materials to submit:
 - i. [Master Subscriber Agreement](#);
 - ii. Master Subscriber Agreement Signing Authority (see [Agency Account Managers' Tips](#) for more information);
 - iii. [New MGA Request Form](#);
 - iv. [User Acknowledgement Form\(s\)](#); and
 - v. [CAT \(Configuration Assessment Tool\)](#)
- e. Manage the process.
 - i. Identify each User who will need to use New MGA.
 - ii. Provide the Users with these two (2) documents:
 - [Users' Instructions](#);
 - [Quick Reference Guide: Registering for New MGA](#)

2. Complete

- a. Verify that each User (including you) has registered online for New MGA and signed and given you a User Acknowledgement Form.
- b. Gather all the Users' exact User names (email addresses) they provided during online registration and add them to the CAT, while verifying that the User names (email addresses) exactly match what they used to register online (e.g., Thomas vs. Tom).

Important! The CAT must be completed:

- In Excel format; and
 - After Users have finished online registration
- c. Complete all Application Materials (*gathered in Step 1d*).

3. Submit

All the following, **required** Application Materials to GSAreceiving@sp.courts.state.mn.us with a subject and message of your choice.

- i. Master Subscriber Agreement;
- ii. Master Subscriber Agreement Signing Authority;
- iii. New MGA Request Form;
- iv. Signed User Acknowledgement Form(s) – **compiled in one PDF document**; and
- v. CAT (Configuration Assessment Tool)– **in an Excel spreadsheet**

4. Wrap-Up

The Minnesota Judicial Branch will do the following:

- a. Alert the Agency Account Manager if there are any discrepancies or questions.
- b. Notify the Agency Account Manager when your Agency has access and Users' accounts have been set up and are ready for use.
- c. Send a fully executed copy of the Master Subscriber Agreement to the Agency Account Manager, after the Agency's application has been completely processed.

If you have any support-related questions, please direct them to:

- MGAAccessSupport@courts.state.mn.us (for application process questions or system access questions)
- Technical Support Contact Form (for technical support questions)

Agency Account Managers' Tips

Below is detailed information to successfully prepare and submit your Government Agency request for a New MGA application.

To apply for New MGA, Government Agencies will need to designate an Agency Account Manager, who will coordinate the Users' responsibilities of the application process (register online and sign a User Acknowledgement Form), and submit the required Application Materials to the Minnesota Judicial Branch. Once your application has been submitted, approved, and processed, Users will be able to use New MGA.

Agency Account Manager Responsibilities

- Read these three (3) documents to correctly prepare the Application Materials.:
 - [Agency Account Managers' Instructions](#);
 - [Agency Account Managers' Checklist](#); and
 - [Users' Instructions](#)
- See [FAQs](#) #8, for more information regarding Agency Account Manager responsibilities.
- Learn the Users' registration process.
- If you have Users who work for multiple agencies, please contact the Minnesota Judicial Branch at the beginning of your preparation so we can guide your Agency on how to proceed with the application process.
- To update (add or remove) Users for your Agency once your application has been approved, see the [Update Existing New MGA Accounts](#) tab.

Master Subscriber Agreement

- Must be signed by someone with authority to bind the Agency.
- If you are applying for multiple Agencies, you must complete one Master Subscriber Agreement per Agency.
- A single Agency cannot apply for access on behalf of all Agencies within a county.
- Submit one application on behalf of your Agency, not on behalf of your individual business units.
- The "Government Subscriber Name" field must contain the name of the Government Agency (not a person's or law firm's name).

Master Subscriber Agreement Signing Authority

- This document is documented verification of authority to sign on behalf of and bind the entity.
- There is no specific document for this signing authority, as the verification of authorization for each signer varies by Agency. The Minnesota Judicial Branch needs documentation that tells us the person signing the agreement has the authority to sign it.
 - Examples: Typically, an Agency will send us a city or county resolution; city or council charter language; or other documentation referencing a specific statute or ordinance that grants the person signing the agreement the authority to sign the agreement on behalf of the Agency.
 - If your Agency already has an existing resolution regarding electronic access with the Minnesota Judicial Branch, the resolution needs to be general enough to cover the revised Master Subscriber Agreement being signed now. If you need to get a new resolution passed, we will keep your file open until the appropriate governing board has been able to meet and pass your resolution.

New MGA Request Form

- Must be completed on behalf of the Government Agency (e.g., not a person's or law firm's name).
- Must be signed by the same person who signs the Master Subscriber Agreement. Their information should also be put in the Agency Director/Manager Authorizing Request block on the first page. Your information should be put in the Agency Account Manager block.
- If you are applying for multiple Agencies, you must complete one New MGA Request Form per Agency.
- If you work for more than one Agency, you may need to register for each Agency, but you can have only one email address in the system. Please contact the Minnesota Judicial Branch at the beginning of your preparation so we can guide your Agency on how to proceed with the application process.

User Acknowledgement Form

- Users sign this form after they have completed the online registration process, and then give them to you so you can complete the CAT.
- All the signed User Acknowledgement Forms need to be combined into one PDF document.

(CAT) Configuration Assessment Tool

- The CAT is completed **after** all Users have finished the entire registration process.
- The information on the CAT (User names and email addresses) has to match exactly what Users used when registering.
- The CAT must be submitted as an Excel spreadsheet (not as a scanned document).
- A completed CAT is sent to the Minnesota Judicial Branch's IT Department to configure Users' roles and verify the data that Users inputted in the online registration system.

New MGA Definitions

- **Agency Account Manager:**
Each Agency has an assigned Agency Account Manager, who (1) serves as the point of contact between the Agency and the State Court Administrator's Office, (2) maintains a current list of the Agency's Users and their signed User Acknowledgment Forms, (3) promptly notifies State Court Administration when an Agency's Users with individual logins should have accounts added or deleted, and (4) reports violations of the agreement by an Agency's Users and the steps taken to remedy the violations.
- **CAT (Configuration Assessment Tool):**
The CAT is the Excel spreadsheet of all Users who have self-registered, signed User Acknowledgment Forms, and are requesting access.
- **Government Agency:**
A Government Agency encompasses Minnesota federal, state, and local government entities. Non-profit corporations and private attorneys are not eligible. However, if a private attorney is under contract with a Minnesota state or local Agency (such as a city prosecutor), the Agency may apply and allow the private attorney to use its account for government purposes only. The Agency must submit the application and oversee usage of any accounts used by private attorneys under contract. For more information, please read the [Policies and Notices](#) tab.

- **Master Subscriber Agreement:**

The Master Subscriber Agreement is a legal agreement; it is the short name for “Master Subscriber Agreement for Minnesota Court Data Services for Governmental Agencies.” Government Agencies must sign a revised Master Subscriber Agreement with State Court Administration to receive access to New MGA.

- **New MGA (Minnesota Government Access):**

New MGA is an Internet-based application that provides Government Agencies appropriate electronic access to court records and documents.

- **User:**

A Government Agency’s employee or independent contractor who requests and receives appropriate electronic access to New MGA.

- **User Acknowledgement Form:**

The form signed by each User within the Government Subscriber’s Agency to confirm, in writing, that the User understands the requirements and restrictions of the Master Subscriber Agreement.

Troubleshooting

- For application process or system access questions, contact MGAAccessSupport@courts.state.mn.us
- For technical or system errors, complete a [Technical Support Contact Form](#) and describe the error or message.

Error Examples:

- I received an error message and am unable to access New MGA.
- I could see documents on cases yesterday, and now, documents are not appearing.
- I received a Server error.

Supported Browsers and Versions for New MGA

Browser	Version(s)
Internet Explorer	10 and 11
Google Chrome	42 and 43
Mozilla Firefox	37 and 38
Safari	7 and 8
Microsoft Edge	for Windows 10

Users' Instructions

To use New MGA, Users need to work with their Agency Account Manager and complete the following steps.

1. Prepare

- a. Talk to your Agency Account Manager to determine if your Agency is applying for New MGA.
- b. Attend a New MGA Training online WebEx session (highly recommended). Go to <http://www.mncourts.gov/mga>, then click on the New MGA Training tab to register for a session.

2. Complete

- a. Online Registration at <https://mga.courts.state.mn.us/MNPRODPORTAL> (complete Steps 1 and 2 in the [Quick Reference Guide: Registering for New MGA](#)).
- b. Sign a [User Acknowledgement Form](#) *after* you have completed Online Registration.
- c. Give your Agency Account Manager two things:
 - i. Signed User Acknowledgement Form.
 - ii. The exact User name (email address) you used to register for New MGA

3. Use

- a. The Minnesota Judicial Branch must approve your Agency's application before you will receive access to New MGA.
- b. Once you have received the registration confirmation email, sign in to New MGA at <https://mga.courts.state.mn.us/MNPRODPORTAL>

Users' Registration and Website Tips

Before Approval: Registration Process

- If you complete only Step 1 of the Online Registration process, you will be “Not Found” in our system. You will need to finish registration by returning to <https://mga.courts.state.mn.us/MNPRODPORTAL> and completing Step 2 of the Online Registration process. See the [Quick Reference Guide: Registering for New MGA](#) for more information.
- If you receive an error after you clicked on the validation link in the confirmation email (from Step 1 of the Online Registration process), you should be able to ignore (close) the error message. Continue registration as stated in the [Quick Reference Guide: Registering for New MGA](#).
- Your User name is the same as the email address you used to register for New MGA.

After Approval: New MGA Website

- To save the New MGA website in your browser's Favorites folder, it needs to be saved as the exact form noted here: <https://mga.courts.state.mn.us/MNPRODPORTAL>
- If you bookmark a version of the Web link that contains extra characters in it than the address noted above, and sign in to New MGA later, you may receive an error message and not be able to properly load New MGA.

Notes:

- You will get a link with extra characters in it if you sign in to New MGA, continue working in it, bookmark a subsequent link, and sign out.
 - You may want to clear your Internet cache and cookies before you sign in.
 - If you have trouble with bookmarking the link above, you can either manually type it into your browser, or access it directly through our website. Go to <https://www.mncourts.gov/mga>, click on the New MGA Support tab, scroll to the bottom of the page to the “Access Existing Account” section and click the “MGA Login Access” link.
- Your User name is the same as the email address you used to register for New MGA.